

FIG. 1

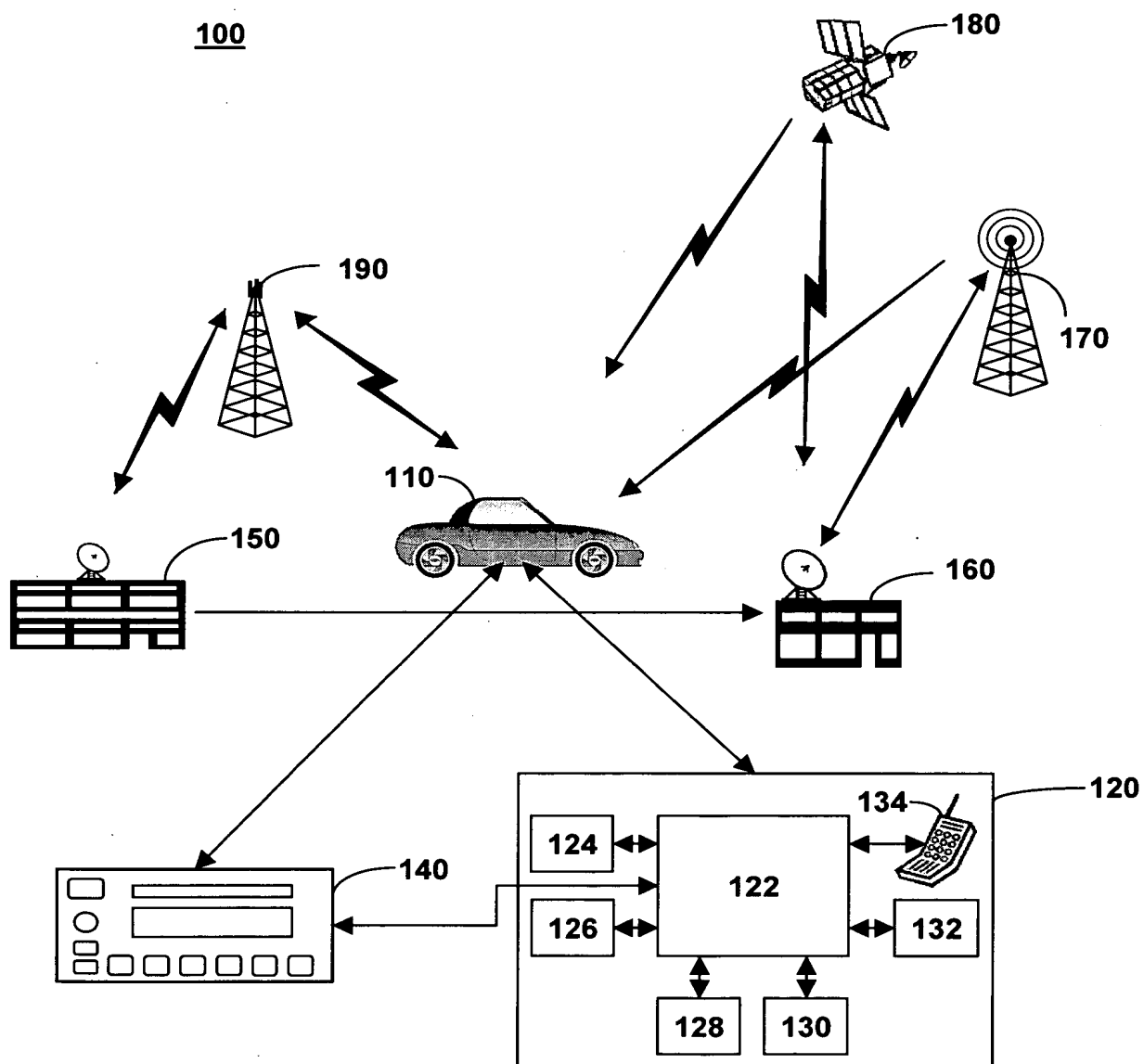


FIG. 1A

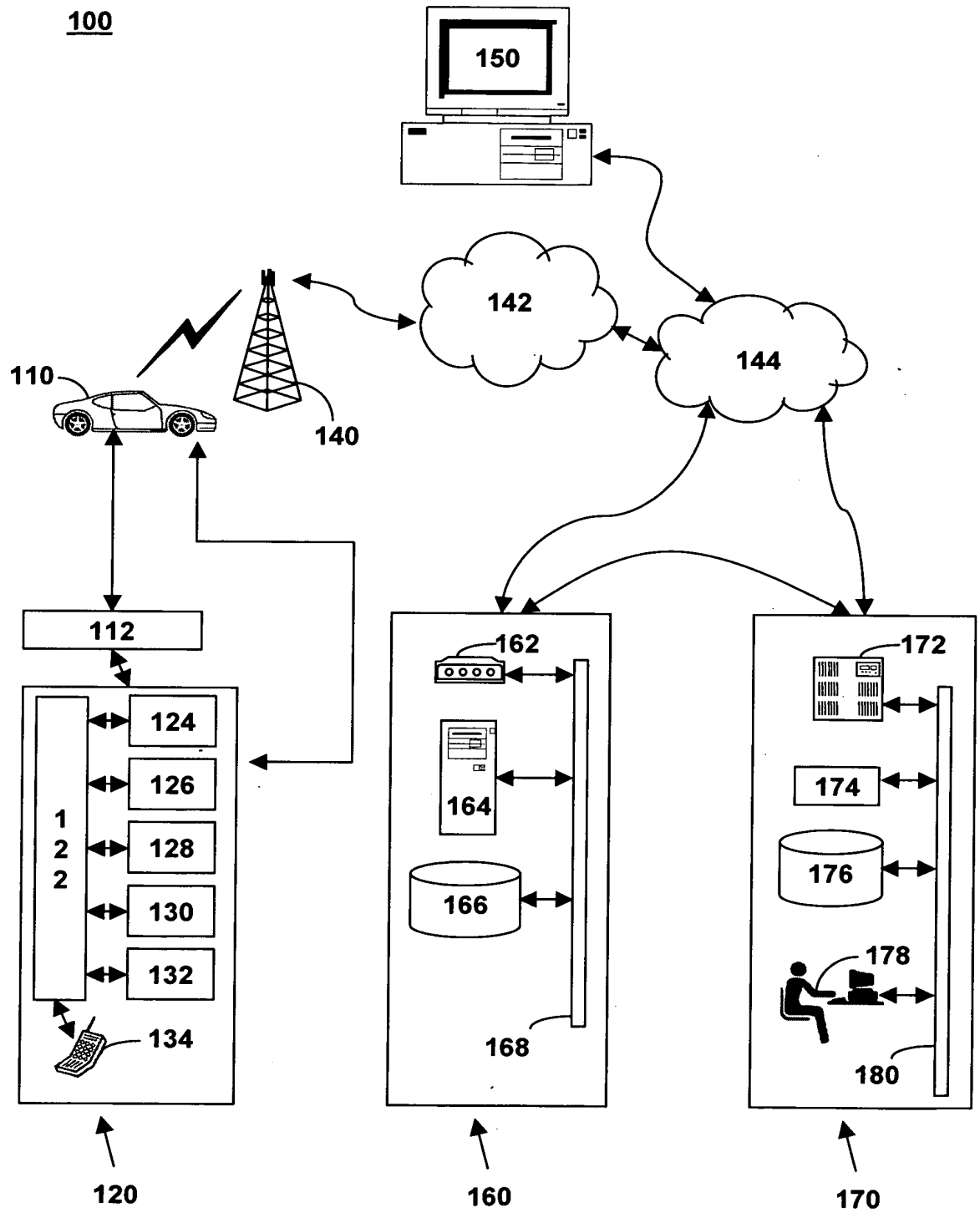


FIG. 2

200

At Telematics Service Call Center

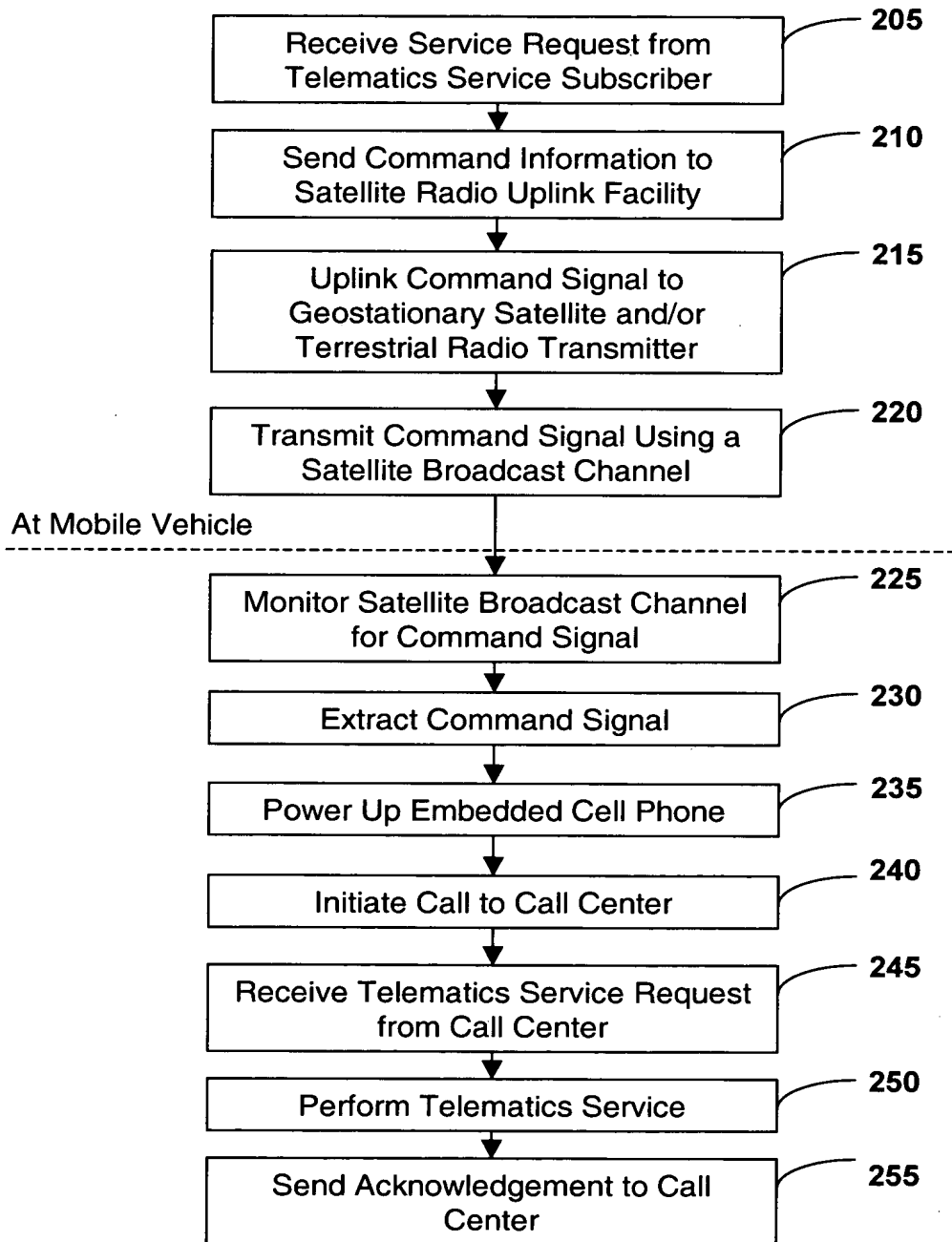


FIG. 3

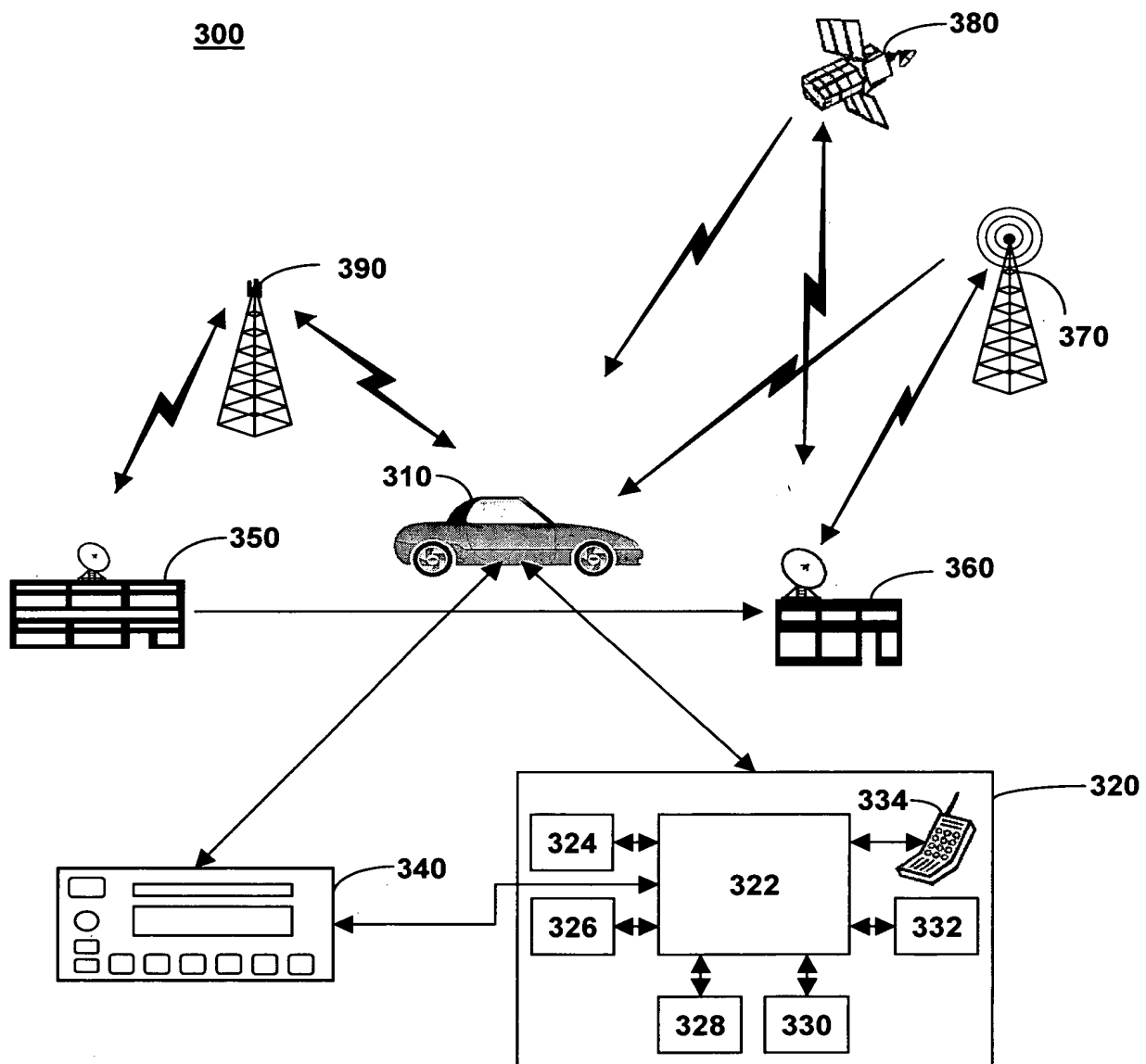


FIG. 4

400

At Call Center

